

SPINSO[®]

ct[®]



Standard edition

ComplaintTracker

Manage customer complaints



Getting Started

Quick start guide for ComplaintTracker Standard Edition

1

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Getting Started Guide

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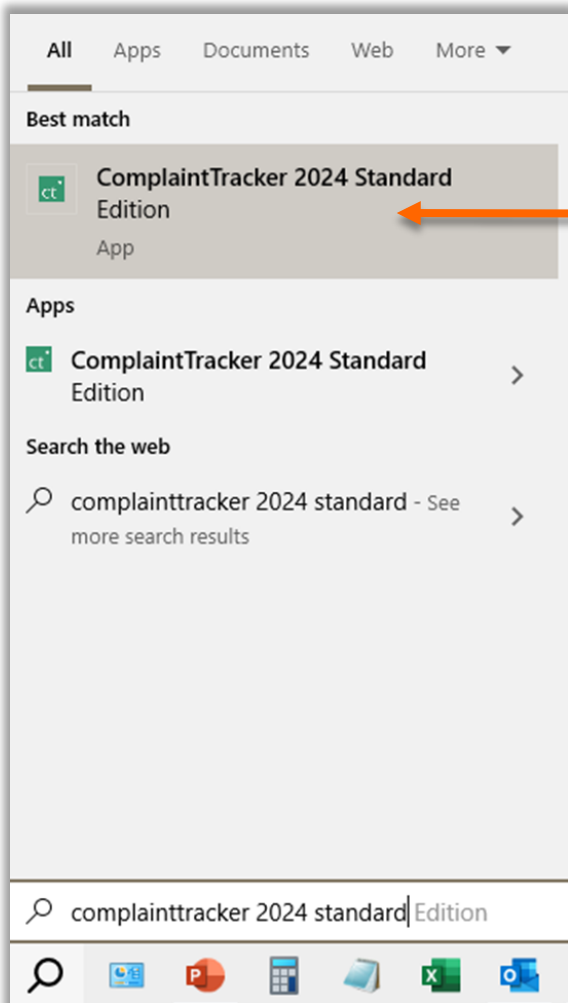
2

LOGIN



Double Click on **ComplaintTracker** icon, on your desktop.

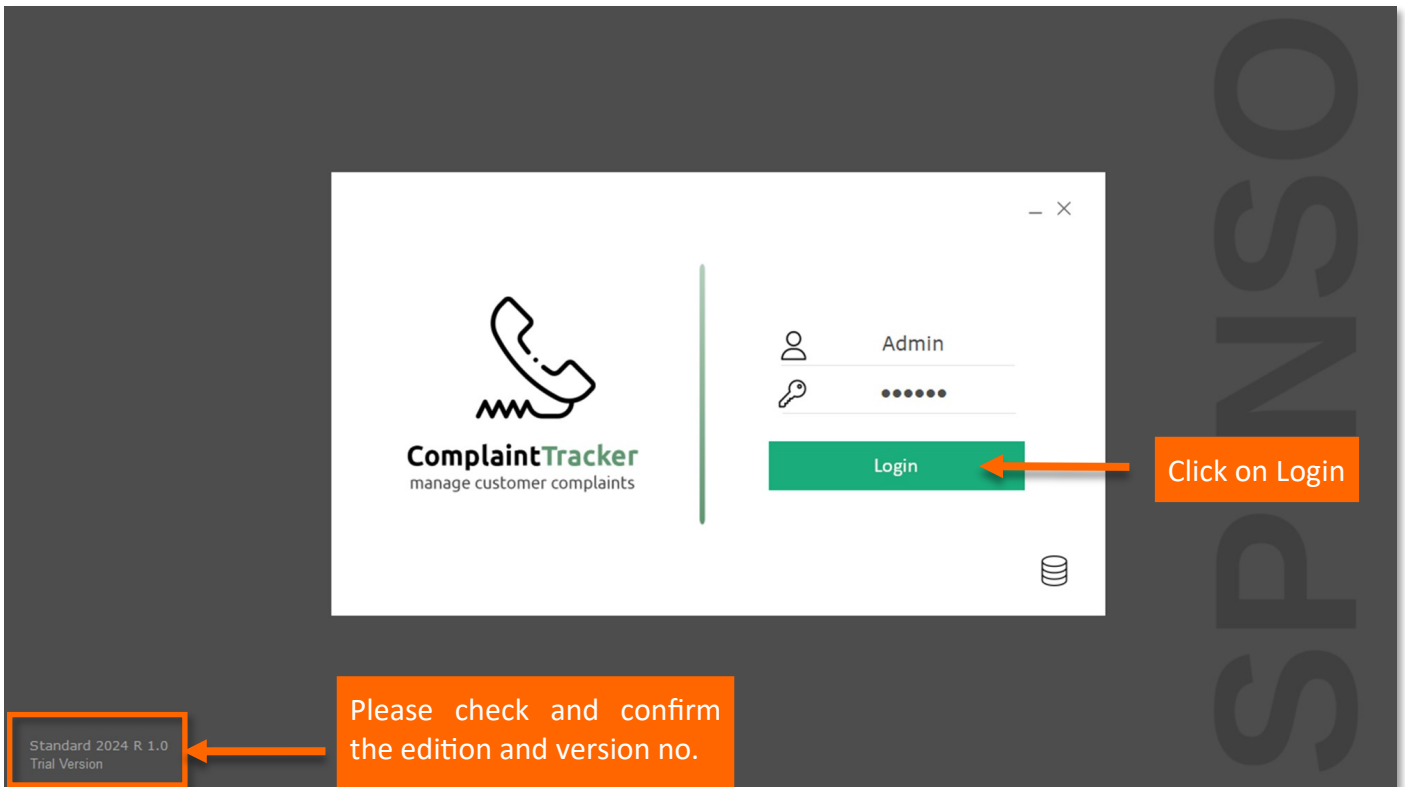
or



You can also launch the application from **Start - Program Files - Spinso - ComplaintTracker**

Default login details:

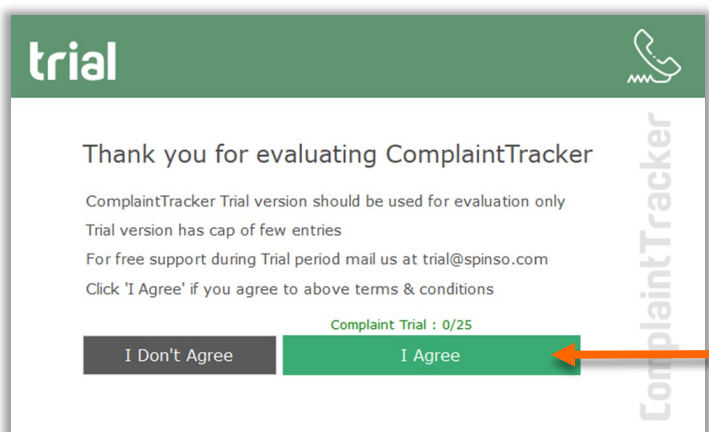
- User Name : **admin**
- Password : **spinso**



Standard 2024 R 1.0
Trial Version

Please check and confirm the edition and version no.

Click on Login



trial

Thank you for evaluating ComplaintTracker

ComplaintTracker Trial version should be used for evaluation only
Trial version has cap of few entries
For free support during Trial period mail us at trial@spinso.com
Click 'I Agree' if you agree to above terms & conditions

Complaint Trial : 0/25

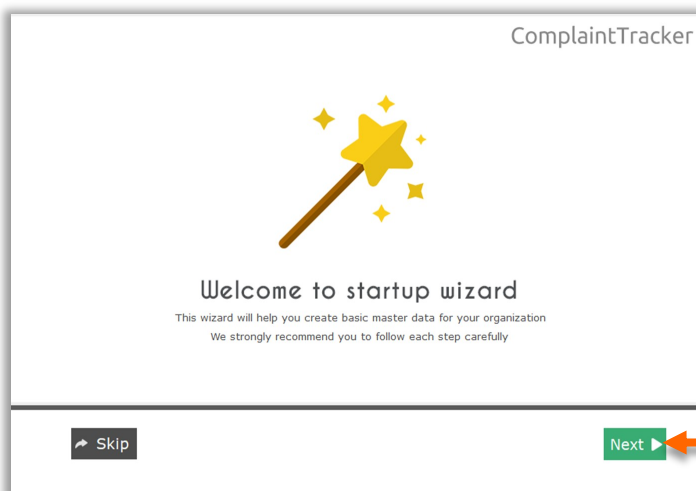
I Don't Agree I Agree

Click on I Agree

3

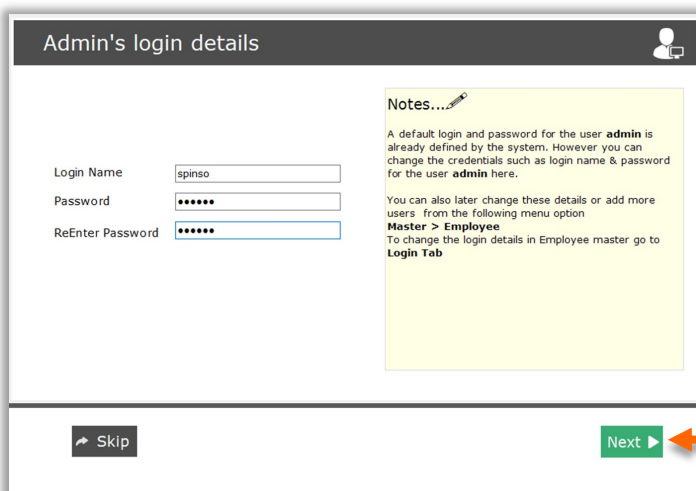
WIZARD

- The wizard screen lets you quickly enter basic details required to create master's data like Employees Products, Brands etc. so that you can immediately start adding Complaints.
- This screen will appear only once when you login to the system for first time.
- Data entered through wizard can be seen in Master screen. You can also add or modify these details later in the respective master's screens.



1

Click on **Next**.

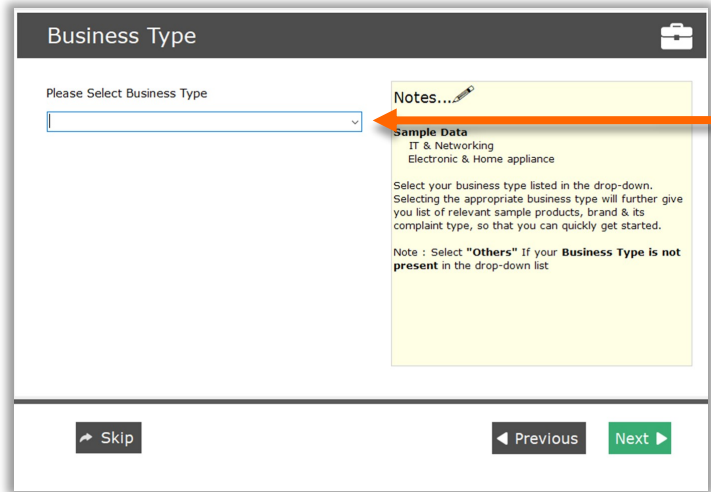


2

Here, change Admin's Login Name & Password.

The new login name & Password will be used for your next login. Hence, kindly keep a note of these details.

Click on **Next**.



Business Type

Please Select Business Type

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

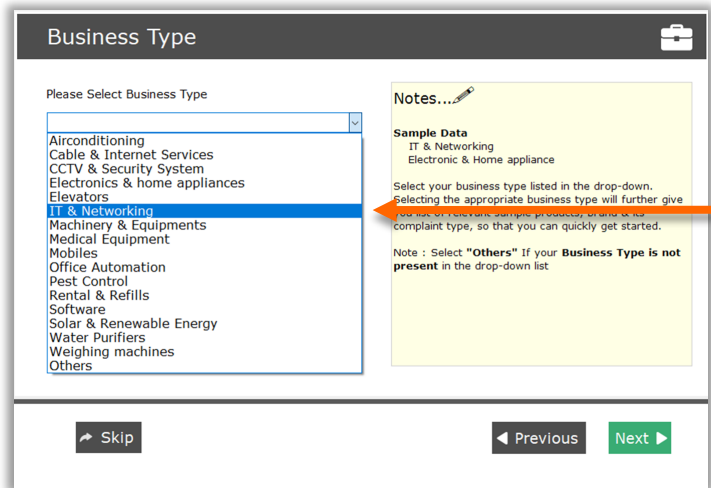
Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

Skip Previous Next

3

Click on the list.



Business Type

Please Select Business Type

- Airconditioning
- Cable & Internet Services
- CCTV & Security System
- Electronics & home appliances
- Elevators
- IT & Networking**
- Machinery & Equipments
- Medical Equipment
- Mobiles
- Office Automation
- Pest Control
- Rental & Refills
- Software
- Solar & Renewable Energy
- Water Purifiers
- Weighing machines
- Others

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

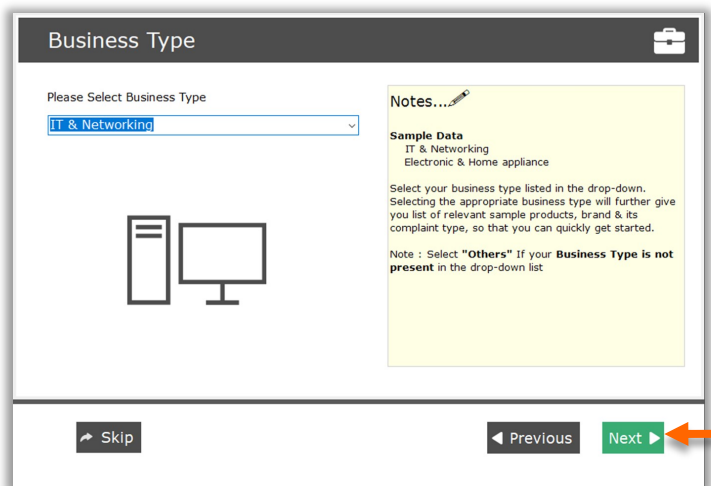
Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

Skip Previous Next

4

Select your business type from the list.



Business Type

Please Select Business Type

IT & Networking

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

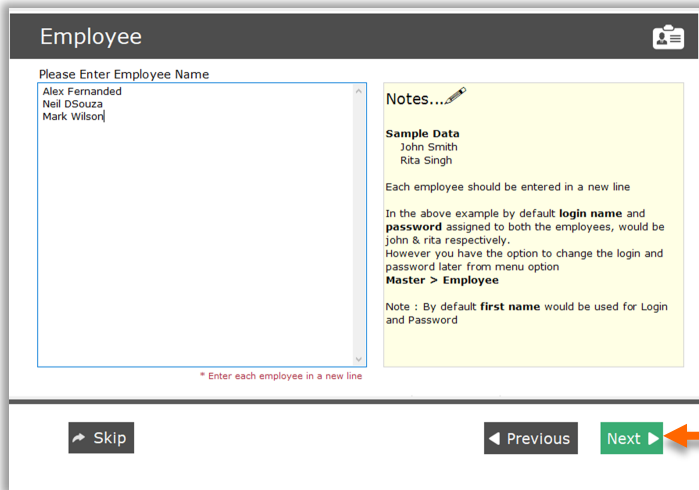
Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

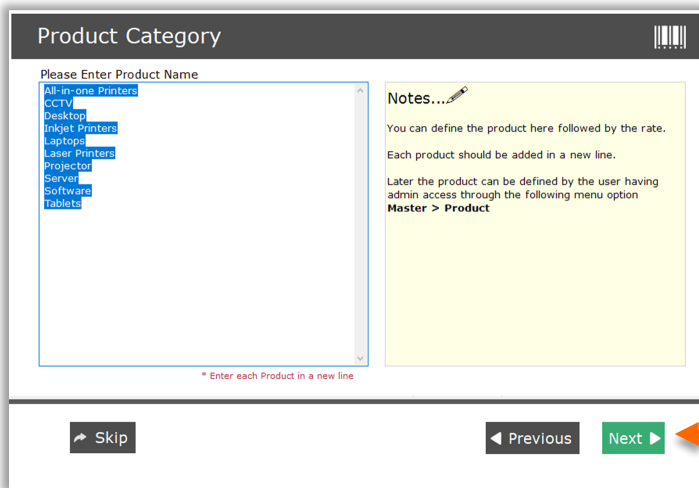
Skip Previous Next

5

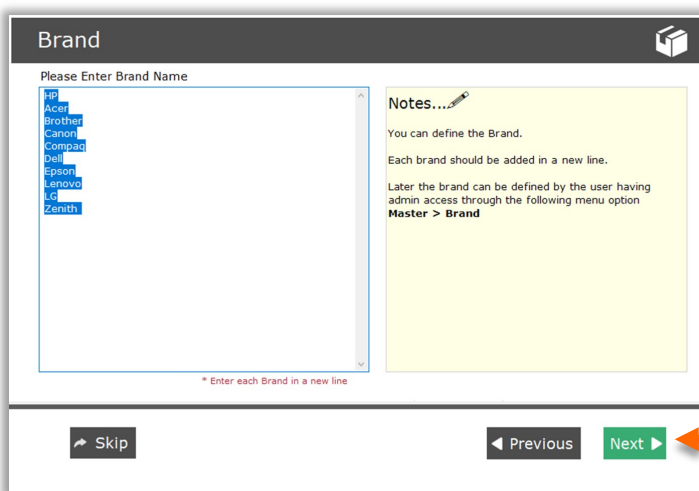
Click on Next.



6 Enter employee name here, each name in a new line. Click on **Next**.



7 Enter Product here, each name in a new line. Click on **Next**.



8 Enter Brand's name here, each name in a new line. Click on **Next**.

Complaint Type

Please Enter Complaint Type

- Deep Sound
- Connectivity Issue
- Display problem
- Does not switch on
- Noise
- Paper jam
- System Crash
- Virus

Notes...

Define the Complaint Type for your complaint. You can add each Complaint Type in a new line. However you can later add or manipulate the Complaint Type from the following menu option **Master > Parameters** Select the type "Complaint Type" and add the required Complaint Types.

Skip Previous Next

9 Enter Complaint type here, each type in a new line. Click on **Next**.

Report Title

Name

Address

Contact

Tax No

Notes...

Enter your details like Name, Address, Contact & Tax No, this option is used as report title for printing. These details can be changed later from the following menu option. **Admin > Settings > Report Title**

Skip Previous Next

10 Customize your Reports by entering Report Title here. Click on **Next**.

ComplaintTracker

FINISH

We thank you for choosing ComplaintTracker

For free support during trial period you can mail us at: trial@spinso.com
After you click on finish the selected data would get generated into the system

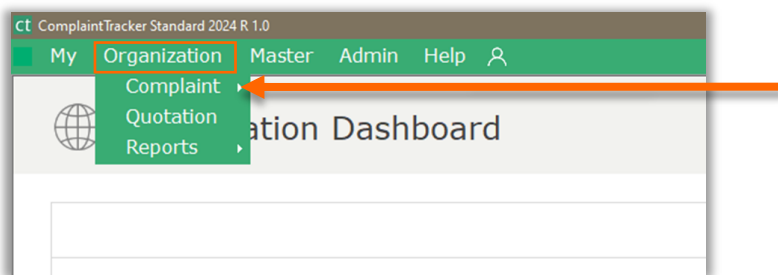
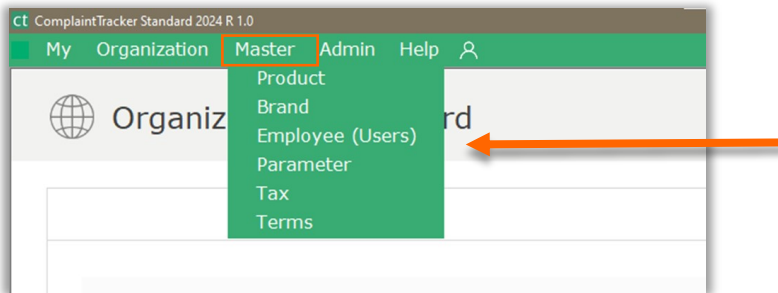
Skip Previous Finish

11 Click on **Finish**.

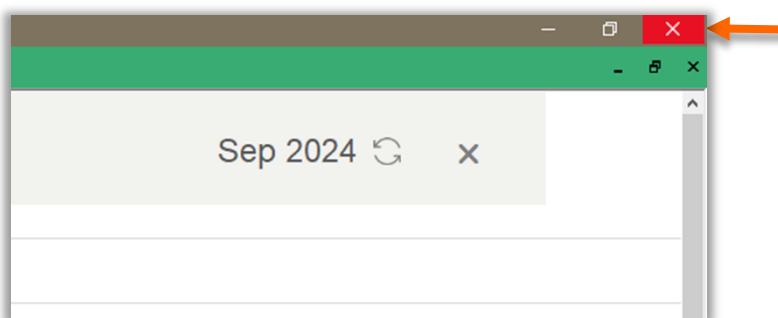
Wizard is completed

Note: If you wish to change or update wizard.

- **Master** → **Product**; to add/edit Product's name or price, etc.
- **Master** → **Brand**; to add/edit brand's name and basic information.
- **Master** → **Employee**; to add/edit employee's name or password.
- **Master** → **Parameter**; to add/edit Complaint Type.
- **Master** → **Tax**; to add/edit tax with amount, percentage.
- **Master** → **Terms**; to enter terms and conditions.



You can immediately start adding Complaints from **Organization** → **Complaint**

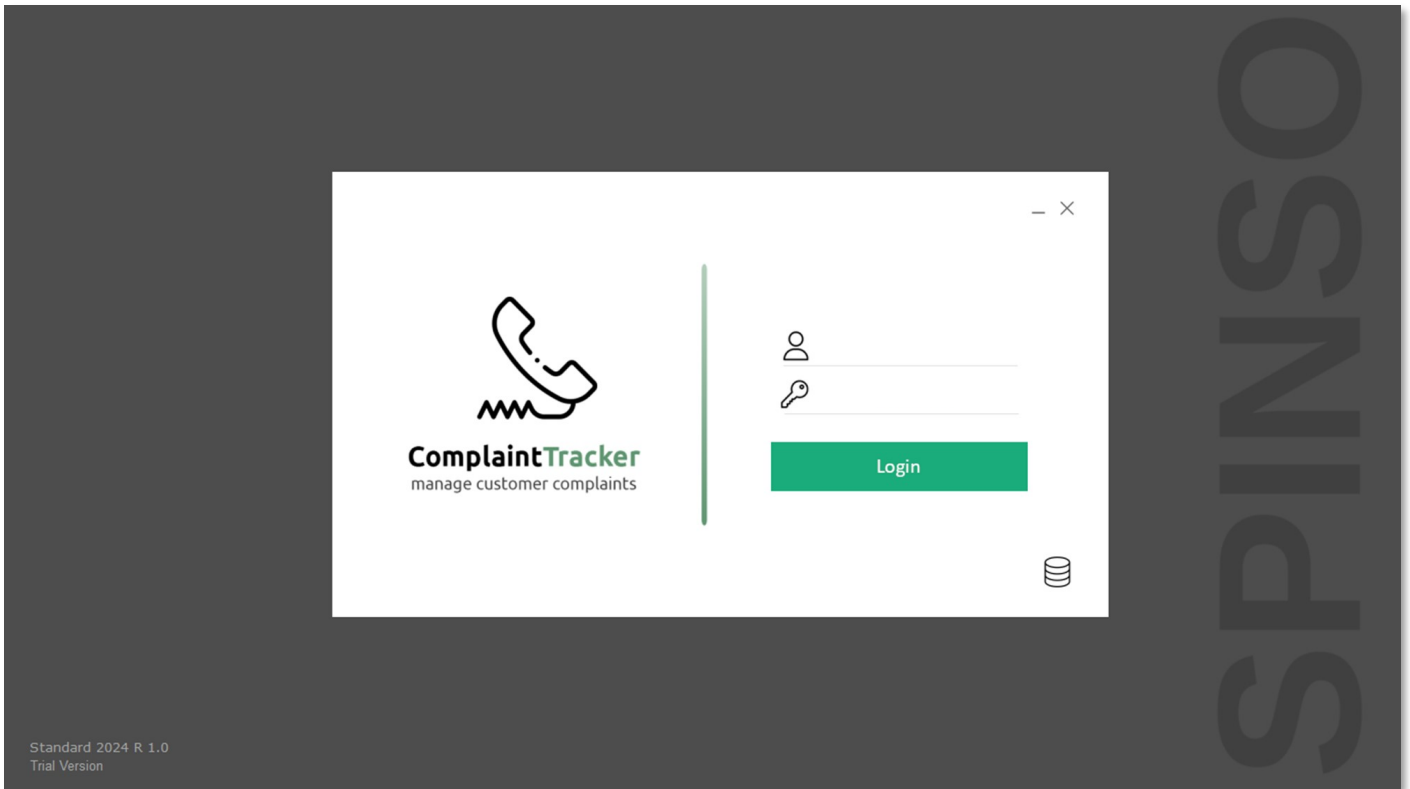


Click on this exit button to close the application.

4

Re-Login

The next time, you login to our system, enter your new login credentials.



SPINSO^o

Thank you

We hope this was successful. Kindly Call us or WhatsApp +91.99 201 401 00 for any queries.

We recommend you to see our **Entering Your first Complaint** Help file Next.

For more info visit: <https://www.spinso.com>